Case Study Unit 7 Assignment

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Case Study

Human services organizations can take different forms. These forms include for profit, not for profit, and government organizations. In the past, human services organizations were not concerned about putting into place different managerial aspects such as leadership theories and management development for professional and personal development of all human services professionals (Eriksen, 2015). However, the need for effectiveness and efficiency across the human services industry has necessitated managerial and leadership aspects to be integrated into the industry. Competition in the industry has also necessitated these changes (Gillam, 2010). Misappropriation of donated funds and aid can also be reduced if these aspects are integrated across the various activities and operations that are undertaken by these organizations. The essay aims at coming up with a scenario at a given human services organization where there are gaps in available services. The paper will try and analyze the gaps through some of the leadership theories that have been discussed throughout the module.

The real-world human services organization that I identified is the Alabama Possible. Alabama Possible is a human services organization based in Birmingham, Alabama. The organization was established in 1993 and is a statewide not for profit organization that aims to eliminate various barriers in the society that hinder the prosperity of the people. It achieves this goal by providing education to people, advocacy, and collaboration. Alabama Possible has been faced by many challenges in the past but has on many occasions managed to overcome these challenges to guarantee that it continues to provide various services that improve the welfare and well-being of the people. At Alabama Possible, there has been an underlying issue that the organization has been grappling within the last few years.

The issue is underfunded investments in inappropriate technology. The issue is one that many organizations have been grappling with in the recent past. It means that the issue does not only affect human services organizations but also other institutions across different industries. This has mainly been due to huge changes in technology in the recent past. There is also the pace at which technology is changing. Such pace is something that makes current technologies redundant with relative ease if an organization does not invest in appropriate technology as and when it enters into the market. As a result, there is a need for human services to consider investing in such technologies.

In the past decade, advancements in technology mean that organizations have to invest in proper technology. Such investments often require huge initial capital outlays that can at times not be afforded by human services organizations. On many occasions, these organizations operate on a not-for-profit basis. With this in mind, they have huge cash constraints since all the donations and aid are channeled towards the need of the community as observed in the case for Alabama Possible. Neglected technology investment at the human services organization is a huge gap that is affecting the manner in which it pursues its goals. Technology is associated with enhanced effectiveness and efficiency when properly integrated into the operations of the company. These technological tools are imperative towards improving the ability of human resources to adapt to changes in the industry and in the external environment.

Addressing the identified gap above requires Alabama Possible to consider various leadership theories that can be used to improve service delivery of the human services organization. The leadership theory that would be most suitable for addressing the current gap in the human services organization is transformational leadership. The leadership style is one where the leaders inspire, motivate, and encourage employees to come up with innovative changes that will help shape the success of the company (Bass, & Avolio, 2017). In this case, it means that the leaders at the organization should motivate and inspire human services professional at the institution to come up with changes that ensure that the gap is addressed. The leadership style will do this by identifying ways in which the organization can deal with underfunded aspects of technology investment to guarantee that the organization is at par with others in the industry.

The gap in technology investment could be addressed through the leadership style by first assessing any sources of funding for technological tools in human services. Human services professionals at Alabama Possible need to identify people and organizations in the community that may help meet the gap. This can only happen if there is a proper collaboration, especially through the use of linkages and liaisons with firms that may help meet the technology gap at the institution (Brower, & Balch, 2014). The leadership model would come in handy since it involves assessing a needed change and striving to come up with suitable solutions for the change to be realized. Community relationships are also a focal point in transformational leadership at human services organizations. Close relationships with the community allow people of goodwill to contribute and donate to the organization so that the identified gaps may be filled.

Several political, social, legal, economic, and cultural factors come into play in multi agency and interagency collaboration between the human services organization and the community. Legal and political factors include various contracts that may be entered into between the organization and other agencies or human services organizations. These contacts must be within the confines of the law to avoid any illegal business practices. Cultural factors that may be observed come about when the organization is dealing with people who are from different cultural backgrounds (Austin, 2012). They can also be observed when offering human services to marginalized groups within the country. Economic factors come into play when the human services organization is seeking funding through multi agency collaboration. Without these funds, the organization cannot achieve the goals that it was established to meet.

Several multicultural issues and concerns can be observed that are specific to Alabama Possible. Alabama Possible and other human services organizations in Alabama have been in the spotlight for centralizing or focusing their services to the majority population without ensuring that there is proper distribution of their services. The ethnic composition of Alabama consists of 68% white, 26% African-American, and other ethnicities occupy the remaining percentage. It has often been suggested that human service organizations do not ensure that there is equity in the manner in which services are provided. The organization can address the issue through ensuring that all members of the population are served without any favor towards one cultural group (Manning, 2013). Transformational leadership theory could also be applied in this scenario to ensure that the issue is addressed. Doing this would play a huge role in realizing the goals of the human services organization.

Leadership styles and decisions are on many occasions shaped by the community and other legal, social, economic, and political factors at Alabama Possible. Human services organizations that operate on a not-for-profit basis are compelled to ensure that the goals and outcomes of the community come first and not those of the management or leadership within the organization. There are instances where the leadership styles of decisions come from the community through collaboration. Such collaborations are aimed at ascertaining what human services the community desires the most. Once they have been identified, the management is compelled to pursue them instead of what the management feels is best for the community. This is not the same for organizations that operate on a for-profit basis.

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